

KCDHH

Kentucky Commission on the Deaf and Hard of Hearing



STAFF ACTIVITIES

January 1, 2006 through March 31, 2006

EQUIPLINK



TELELINK



Submitted

DEAFLINK



by

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ACCESS CENTER



KCDHH Highlights for the Second Quarter
January 1 through March 31, 2006
FY 2005-2006

Legislation

Kentucky's equipment distribution program, which will now be called the Telecommunications Assistance program or TAP (thanks to Senators Tom Buford and David Boswell for sponsoring Senate Bill 88), received additional funding in the two-year state budget. Also, efforts by Senator Dan Kelly were appreciated in regard to receiving additional funds in the HB 380, which was passed on April 10, 2006.

The budget language includes an additional \$100,000 in general funds for both fiscal year 2006-2007 and fiscal year 2007-2008 to be used to operate the equipment distribution program. The funding mechanism which supports the program was also revised to allow for up to two cents per access line to be allocated to the TAP for operations and purchase of equipment (thanks to Representatives Susan Westrom and Charles Siler for sponsoring House Bill 468, the provisions of which was included in the budget bill), which resulted in an increase from the present \$230,000 to \$590,000 for fiscal year 07 and 08. This is a total increase realized from this legislative session of \$460,000 bringing the biennial budget to \$1,510,400 in 06-07 and \$1,523,000 in 07-08. The legislature continues to support and approve the directions in which we are moving.

The staff of the Kentucky Commission on the Deaf and Hard of Hearing (KCDHH) worked tirelessly with the General Assembly and the respective sponsors to achieve this success. These developments will allow the program to improve its operations by expanding its outreach and technology services within the community increasing the availability of specialized telephone equipment to all deaf, hard of hearing and speech-impaired consumers in the Commonwealth. Soon more consumers will be receiving equipment that will bring equality to communication access in the world of telephone and information services.

In addition to these pieces of legislation, another bill, Senate Bill 135 failed to pass out of the Senate. It would have only required audiologists to be licensed by one entity if they wished to sell hearing aids, instead of two licensing bodies. KCDHH was in favor of this bill.

House Bill 438, which would create an exception to the two-minute time period allowed for each voter to occupy a voting booth for disabled persons passed the House. At the writing of this report, it had passed both Houses but the Senate had made some changes to it and the House has to agree with the changes for it to become law.

Personnel

Ms. Rachel Morgan resigned as the Interpreter Referral Specialist and accepted the Executive Secretary II position, replacing Ms. Julie Posey. Ms. Posey has been assisting in the transition. KCDHH welcomes Ms. Morgan in her new position. Approval to fill the Interpreter Referral Services position has been received from Office of Personnel and solicitation of applicants will begin soon.

Year-end evaluations and 2006 Performance Plans were conducted on all eligible staff prior to February 1, 2006. Law requires these evaluations and plans.

KCDHH GOALS

KCDHH Goal I: Improve, strengthen and develop services, including human and communication services.

Deaf Access Stations at Kentucky School for the Deaf

The Network Analyst and the State Interpreter Administrator used the Deaf Access Station in Kentucky School for the Deaf (KSD) Lee Hall to videoconference between a deaf school in Sweden and Kentucky School for the Deaf middle and high school students and one KSD Exchange Student presently in Sweden on January 18, 2006. This is the second videoconference with this deaf school in Sweden from Kentucky School for the Deaf.

The State Interpreter Administrator met with representatives from the Kentucky Office of Vocational Rehabilitation, the Carl D. Perkins Rehabilitation Center, the Education Cabinet, the Commonwealth Office of Technology and Hamilton Relay on March 7, 2006, to establish a plan to have videoconferencing capabilities for all of the Rehabilitation Counselors for the Deaf. Issues were discussed, clarifications made, demonstrations were done and a two-phased plan of action was developed. As an offshoot of this meeting, discussions have begun on equipping the One-Stop Shops around the state with videoconferencing capabilities.

The Director of Technology at Kentucky School for the Deaf (KSD) reported that videoconferencing setups at the school have been completed. The protocol documents have been edited and adopted. KCDHH and KSD are providing the professional development with the staff on using videoconferencing. KSD staff also reported that KCDHH was very instrumental in making this happen and that she believes that once the teachers learn how to use videoconferencing instructionally, there will be an impact on literacy skills at KSD.

Access Center Assignments

Requests	Filled Assignments that occurred 1/1/06-3/31/06	Cancelled Assignments that would have occurred 1/1/06-3/31/06	Interpreting Hours Provided 1/1/06-3/31/06	Average number of contacts required to fill assignments
AC: Request for Interpreting	56	3	481	17
AC: Request for Captioning	2	0	12	7
AC: Request for Videoconferencing	0	0	0	0

National Certification Opportunities

As a Registry of Interpreters for the Deaf (RID) Super site, the KCDHH hosted twelve performance evaluations over a seven-day period this quarter. The dates were January 20, February 10, February 17, February 24, March 10, March 20, and March 21, 2006.

TDD Distribution Program

Request	Applicants Receiving Equipment	Pieces of equipment Distributed
TDD: Applying for STE	214	294

The TDD Distribution Program Advisory Board met on January 10, 2005. The main items addressed were the financial report, staff activities, quarterly statistics, legislative and administrative issues and future meeting dates.

KCDHH Goal II: Serve as a clearinghouse of current information for state and national resources to provide appropriate information and referral services.

Office of Information Services

The KCDHH Bulletin Board has a new and improved look, new DeaFestival 2006 pages have been added to the website and DeaFestival.com, DeaFestival.net and DeaFestival.org are now successfully working. The numbers of web count hits are shown below in a chart.

Month	KCDHH Home Page	Access Center Home Page	IRA Home Page	TDD Distribution Home Page	DeaFestival Home Page	Publications Home Page
January	1691	201	328	154	888	2
February	1454	175	240	125	975	152

March	2060	224	309	206	1574	389
Total	5205	600	877	485	3437	543

Information and Referral Requests

The Information and Referral office documented over 1200 requests from January 1 to March 31, 2006.

Nature	Closed Requests	Incomplete Requests	Pending Requests	Incoming Contacts	Outgoing Contacts	Mass Distribution
OAS: Administration	7	0	0	7	8	0
OEA: Administration	6	0	0	9	10	0
OEA: AC: DAS	8	0	1	8	10	0
OEA: AC: Evaluations	11	1	3	21	1	0
OEA: AC: Outreach	1	1	0	1	1	165
OEA: AC: Request for Captioner	2	0	0	6	8	0
OEA: AC: Request for Interpreter	56	3	0	274	684	0
OEA: TTY: Applying for STE	329	0	11	342	336	0
OEA: TTY: Outreach	0	0	0	0	0	430
OEA: TTY: Repair	9	0	1	1	2	0
OEA: TTY: Request for Application	175	13	290	508	600	0
OEA: TTY: Status Check	4	0	1	4	5	0
OIS: DeaFestival	37	0	35	60	37	380
OIS: Library	9	1	0	9	9	165
OIS: Outreach	3	0	0	4	4	260
OIS: IRA: ASL & Linguistics	7	0	1	8	8	0
OIS: IRA: Deafness & Hearing Loss	8	0	4	13	9	0
OIS: IRA: Demographics & Statistics	2	0	0	2	2	0
OIS: IRA: Education	4	0	0	8	15	0
OIS: IRA: Employment	1	0	0	2	1	0
OIS: IRA: Families & Children	3	1	1	5	7	0
OIS: IRA: Human Services	43	0	6	53	54	0
OIS: IRA: Interpreting	27	1	2	30	34	0
OIS: IRA: Legal Rights of Deaf & HOH	22	1	5	37	51	0
OIS: IRA: Technology	20	0	3	18	19	0
OIS: PUB: Agency Brochure	0	0	1	3	0	300
OIS: PUB: Communicator	5	0	1	7	4	3798
OIS: PUB: Publications and Directories	11	0	0	11	11	195
TOTAL	810	24	366	1452	1930	5693

General KCDHH Outreach

On January 12, 2006, the Program Coordinator and TTY Specialist trained the staff of the United Way of the Bluegrass in Lexington on using their TDD equipment. This was a follow-up of a previous meeting with them leading to a decision that they needed a separate line for their TDD. The training was focused on setting up the answering machine, how to interrupt a message being left if they could immediately respond, how to retrieve messages left and how to set it up after-hours.

On February 16-18, 2006, the Information Coordinator and the TTY Specialist provided outreach in the form of a booth at the National Counselors for the Deaf conference in Danville. Kentucky School for the Deaf sponsored this conference and approximately 20-25 people were in attendance.

On January 18, 2006, the Program Coordinator went to a consumer's home in Frankfort to train him on his Crystal Tone Plus amplified phone. He is an elderly gentleman who lives alone and told her that this phone would make him feel safer as he would be able to contact his son and daughter and allow them to contact him.

On February 22-24, the Information Coordinator and the TTY Specialist did outreach at the Kentucky Speech Language and Hearing Association conference in Louisville in the form of a booth. This conference was for audiologists, speech and language pathologists and other similar service providers around the state. Mr. Justin Osmond, Donnie and Marie Osmond's nephew, was a guest speaker at the conference. He shared about his life experiences as a person with a hearing loss. There were approximately 30-50 attendees at the conference.

On February 24, 2006, the TTY Specialist went to an audiologist's office in Louisville to train her on completing TDD Distribution Program/TAP applications for her clients. She was trained on the doctor and VR section of the application and the various types of equipment available. This training is required before bulk applications may be provided. She was left with 25 applications and was instructed to call or email KCDHH when she needs more.

On February 25, 2006, the Information Coordinator and the TTY Specialist provided outreach during the Kentucky School for the Deaf homecoming game for the girls and boys basketball teams in Danville. KCDHH had a booth and distributed general information such as TDD Distribution Program brochures, Information and Referral brochures, DeaFestival flyers and Directories of Services. At least 100 information packets were disseminated.

On March 20, 2006, the Information Coordinator did a presentation about KCDHH in

Shelbyville at the Ohio Valley Educational Cooperative meeting. Several other entities provided information including the Commission on Children with Special Health Care Needs.

KCDHH Goal III: Initiate and advise the development of public policy and systems change efforts in cooperation with the Governor, General Assembly, public and private entities and local, state and federal governments.

Staff attended:

On January 9 and February 17, 2006, the Executive Staff Advisor and Executive Director attended the Kentucky Board of Interpreters meeting in Frankfort. The Policy Committee met in Frankfort with the Board attorney on January 30 and February 24, 2006 to develop draft language for administrative regulation changes required by the recommendations that were made to the Board.

On January 10, 2006, the Executive Director and the Program Coordinator met with the Education Cabinet lawyer, Mr. Jeff Mosley via teleconference. The discussion was regarding the advisability of petitioning the Public Service Commission to include wireless carriers in the surcharge to fund the TDD Distribution Program. They also met with him in person on January 12, 2006. It was determined that KCDHH would wait until the General Assembly adjourned before deciding to move forward with a petition.

On January 10, 2006, the Executive Staff Advisor attended the Education Cabinet's Legislative Liaison meeting. This group met again on January 23, January 30, February 6, February 13, February 20, February 27, March 6 and March 20, 2006. The purpose of these weekly meetings was to share information among agencies of legislation that will positively and negatively impact agencies and the constituents they represent.

On January 11, 2006, the Executive Director and Program Coordinator participated in a teleconference with the National Association of State Relay Administrators (NASRA) to plan the fall conference that will be held in Louisville during September 2006.

On January 17-21, 2006, the Executive Director attended the National Association of the Deaf (NAD) Board meeting in Palm Springs to plan for the 2006 NAD conference. Issues covered during that board meeting were certification marks (seal of approval) by the NAD to ensure products/businesses are deaf or hard of hearing friendly, law and advocacy on telecommunication developments and NAD self-evaluation report on the reorganization of its governance and structure operations.

On January 18, 2006, the Information Coordinator attended a follow up meeting of the Mental Health Advisory Committee (MHAC) Retreat. The MHAC established four sub-committees: Advocacy and Empowerment, Continuum of Residential Care, Continuum of Care/Lack of Professionals, Eliminate Insurance Restrictions. They decided to incorporate Eliminate Insurance Restrictions in the Advocacy and Empowerment subcommittee. The meeting on January 18, 2006 was the Advocacy and Empowerment subcommittee. They met to review and refine their mission statements and to continue formulating goals and strategies. Priorities were

determined and a subsequent meeting date was set. This committee met again on March 23, 2006 and subcommittees reported their progress. The Executive Director chaired the meeting.

The Executive Director and Information Coordinator attended a subsequent subcommittee meeting in Frankfort on February 21, 2006 and the group narrowed their priorities to the following and determined tasks and who is responsible to accomplish each goal.

- Establish an advocacy group within KCDHH (Advocates and Community Trainers) in order to streamline and track all advocacy work done in Kentucky.
- Promote mainstream media as a tool for PR for Mental Health Deaf and Hard of Hearing services.
- Educate professionals (medical, legal, etc.) on their responsibilities to deaf and hard of hearing consumers.

On January 23, 2006, the Executive Director and Program Coordinator participated in a teleconference with the Telecommunications Equipment Distribution Program Administrators (TEDPA) Board members and discussed plans for the upcoming fall conference that will be held in Louisville at the Hyatt Regency Hotel. Kentucky is the 2006 host for both the TEDPA and NASRA conferences. Planning committee asked that KCDHH obtain brochures of things to do in Kentucky for the conference packets and a proposal for meals and AV needs was submitted to the board. Conference forms, prices for vendor participation and mailing of a welcome letter in March were discussed as well.

On January 23, 2006, the Executive Director and Executive Staff Advisor attended the Executive Board meeting in preparation of the Staff and Commissioners retreat and met again on March 29, 2006 in preparation for the upcoming Commission meeting.

On January 24, 2006, the Executive Staff Advisor attended the Education Cabinet Public Information Officers' meeting in Frankfort. Ms. Phyllis Liebman, the new Education Cabinet Legislative Liaison was introduced. Agencies reported their upcoming events and any budget issues. This same group met again on March 21, 2006 and Ms. Janet Hoover and Ms. Melissa Wireman, both from Kentucky Adult Education, did a presentation on Adult Education Promotional Campaign. Then Ms. Kate Shanks and Mr. John Lefevre did a presentation about Earth Month (April) and asked for agencies to think about what they could do to observe Earth Month.

On January 26, 2006, the Executive Director and Executive Staff Advisor met with Ms. Artie Grassman, who would be facilitating the Staff and Commissioners Retreat to ensure that everything was organized and prepared for the retreat. The process and tools needed were discussed.

On January 27, 2006, all KCDHH staff participated in the Staff and Commissioners Retreat in Louisville where brainstorming and prioritizing was done on the 2006-2008 KCDHH Strategic

Plan. This was a very productive meeting and staff and commissioners developed a list of things they felt needed to be accomplished and attempted to organize the list into similar tasks then prioritized the list.

On January 31, the TEDPA Board members met via AIM to discuss plans for the fall conference. A draft of the welcome letter was submitted to Board prior to the meeting. The need to add additional information for all TEDPA members was discussed. The Chair, Ms. Sherri Collins will provide KCDHH with any changes needed to the welcome letter. Food and AV needs were discussed and additional information was obtained from the hotel and submitted to the board for consideration.

On February 7, 2006, the Executive Director had a luncheon meeting with Ms. Donna Mahoney with Sorenson Communications in Frankfort for an information-sharing session and their plans to establish Video Relay Service (VRS) call centers in Lexington and Louisville.

On February 8, 2006, the Information Coordinator met with Ms. Fran Hardin, Ms. Cathy Howle and Ms. Pat Bruce to discuss the dynamics of the 2006 Family Learning Vacation scheduled for June 12, 2006 at Kentucky School for the Deaf. The meeting occurred in Danville. This group met again on March 11, 2006 in Elizabethtown to focus on ways to get parents involved in the support network and how to publicize the event to more parents.

On February 9, 2006, the Executive Director and Executive Staff Advisor attended the Senate Education Committee hearing about the Education Cabinet's reorganization (Senate Bill 105).

On February 10, 2006, the Executive Staff Advisor and Program Coordinator met with Representative Susan Westrom to provide her with additional information on House Bill 468.

On February 14, 2006, the Executive Director attended a board meeting of the Council on Education of the Deaf (CED). Issues covered were accreditation on deaf teacher training programs of higher education institutions and CED certification process for teachers teaching deaf and hard of hearing students.

On February 22, 2006, the Program Coordinator attended the Kentucky Assistive Technology Services Network Advisory Board meeting in Louisville. Items discussed were the Assistive Technology (AT) Act program updates including approval of AT Act grants, status of AT Act appropriations for FY 2006 and FY 2007 budget, status of AT Act program data collection, Operations AT Resource Centers updates, the Kentucky AT Loan Corporation update, the Help America Vote Act (HAVA) update and Medicaid related issues update. At the conclusion of the meeting, the Council members toured the Bluegrass Technology AT Resource Center.

On February 22, 2006, the Executive Director met with the KCDHH Chair in preparation for the March Executive Board meeting. At this meeting, they determined the agenda and any issues that need to be discussed.

On March 6, the Executive Director and Program Coordinator met via teleconference with TEDPA and NASRA board members to further discuss plans for the upcoming fall conference. KCDHH submitted all the requested information to the boards and is awaiting final planning needs to coordinate locally.

On March 9, 2006, the State Interpreter Administrator and the Program Coordinator attended the Telephone Relay Service Advisory Board meeting in Frankfort. Mr. Drew Weldon with Hamilton Relay gave a report on outreach that has been done and is planned. In addition, a Customer Service Report, Kentucky Telephone Relay Service Call Traffic Report and Kentucky CapTel Call Traffic Report were provided. A multitude of other issues were discussed such as what is happening on a national level and how those issues impact Kentucky.

On March 10, 2006, the Executive Director met with Chair and staff of the Mental Health Advisory Committee for the Deaf and Hard of Hearing regarding the details and preparations for the March 23, 2006 Advisory Committee meeting.

On March 10, 2006, some of the KCDHH staff participated in the Big Brothers/Big Sisters Bowl for the Kids Sake event in Frankfort. KCDHH had two teams participate. KCDHH raised approximately \$150 for Big Brothers/Big Sisters.

On March 11, 2006, the Information Coordinator and the TTY Specialist attended a mini-workshop of the Kentucky Association of the Deaf, entitled, "Deaf UFO (U Find Out)" in Danville. Presentations were given about KCDHH, Mental Health Services for Deaf and Families, Kentucky Assisting Deaf Adults to Participate Totally (KYADPT), Jr. NAD, Youth Leadership Camp, Hamilton Relay, Miss Kentucky Deaf pageant, etc.

On March 13, 2006, the Executive Director participated in a Registry Interpreters of the Deaf (RID) Region III Conference (July 18 – 21, 2006) Planning Committee teleconference. The purpose was to choose workshop presenters and topics based on white papers related to interpreting that were submitted. A schedule was developed during this meeting.

On March 14, 2006, the first meeting of the Emergency Notification and Information Study Group was held in Frankfort. Members were welcomed and introductions made. The background and scope of the Short-term Study Group was discussed then brainstorming the principal players as potential members and resource people of the year-long study group took place. Future meeting dates were set.

On March 28, 2006, the Program Coordinator initiated a grant with the Kentucky Arts Council in partnership with the Kentucky Storytelling Association (KSA). KCDHH partnered with the

Kentucky Arts Council in 2005 for their second annual conference and will partner with them in November for another conference.

On March 30-31, 2006, the Executive Director attended the NAD/RID Certification Council meeting in Washington, D.C. as a new council member. This council is addressing psychometric measures of the certification test for interpreters as well as ethics issues, etc.

KCDHH Goal IV: Empower constituents by providing leadership, training, advocacy, educational and awareness programs and services.

DeaFestival

All of the plans and preparations and negotiations with Louisville Metro City are in high gear for DeaFestival 2006. KCDHH staff attended the Mayor's Event Expo Trade Show on February 18, 2006 in Louisville where events vendors such as tent, food, porta-john providers, etc. were presented a needs list for the production of DeaFestival. There were also presentations on Marketing, Sponsorship, Risk Management, Media and Volunteers. This event proved to be valuable because competitive quotes have been arriving by fax by the vendors who were present.

DeaFestival 2006 will take place at the Kentucky Center and the Belvedere. Plans for the events are being discussed with both the Kentucky Center and the Metro City of Louisville for the Belvedere. KCDHH was notified by phone and then by letter that the managing of the Belvedere has changed hands. The Metro City of Louisville is no longer in charge of the Belvedere. Management and event scheduling is now being handled through the Waterfront Management Group. This is the same group that manages the Great Lawn by the Ohio River. Former Senator David Karem is the CEO of the Waterfront Group.

KCDHH Goal V: Improve support of people in our organization to create a work environment that fosters productivity and innovation.

On January 5, 2006, KCDHH staff members were given centralized database training in Frankfort. This training was done to reduce human error on entering into the database and emphasized the purpose of the various forms and the steps to improve accuracy.

On January 12, 2006, the Executive Staff Advisor attended a workshop in Villa Hills, Kentucky entitled, "Preparing for the NIC Performance Test." Ms. Linda Bozeman led the workshop and gave tips to participants to assist them in being ready for the test.

On January 13, 2006, the Executive Staff Advisor attended a workshop in Cold Springs, Kentucky entitled, "ASL in Motion: Effect on Assimilation." This workshop was led by Ms. Stacy McCoy and showed how signs of native users or near-native users are modified based on

the sign that is used immediately before or after the sign.

On January 17, 2006, the Executive Staff Advisor attended a workshop in Louisville entitled, "Let's Talk about What It Means." This workshop was led by Ms. Mariann Jacobson and focused on equivalents between one language and another.

On January 24-26, 2006, the Information Systems Supervisor attended a workshop entitled, "Leadership III," which was conducted by the Office of Employee and Organizational Development in state government. Leadership III was a management class that taught five common practices of successful leaders. Those common traits are challenging processes, inspiring a shared vision, modeling the way, enabling others, and encouraging the heart. The class gave practical exercises to understand and use the concepts. Also, the class provided ways to evaluate how students' habits and traits compare to those traits and ways to bridge the gaps.

On February 6, 2006, Ms. Paula Breeden, on contract with KCDHH to assist with Fixed Assets, trained the Executive Secretary and the Executive Staff Advisor on entering into the MARS Fixed Assets system.

On February 20, 2006, the KCDHH staff was given HAT (Hearing Assistive Technology) training. Mr. Ed Schickel, former President of Derbytown Chapter of Hearing Loss Association of America, conducted the training. Mr. Schickel explained that Kentucky law allows people up to 30 days to return a hearing aid they purchased. Many companies charge a restocking fee ranging from \$5.00 to 5% of the cost of the hearing aid. He recommends that people check the restocking fee ahead of time and meet with the hearing aid vendor once/week during the 30 days since it generally takes 90 days to get used to a new hearing aid. He discussed various assistive technology and the advantages to them. This was a very informative presentation and KCDHH staff really learned a great deal and appreciated Mr. Schickel taking the time to come to Frankfort and do the presentation.

On February 20, 2006, Ms. Jolene Van Horne came to meet with individual staff persons interested in Kentucky Deferred Compensation. She answered questions, provided information and was very helpful to the KCDHH staff.

On March 2, 2006, the Information Systems Supervisor attended the first day of the final Capstone team project meeting. At that meeting, the previous two years of training for the Kentucky Certified Public Managers program was reviewed and critiqued. Then he met with his project sponsor, Ms. LaDonna Thompson of the Kentucky Justice and Public Safety Cabinet, who explained the research project that the participants would be doing.

On March 2, 2006, the Executive Staff Advisor attended a meeting of the Office of Employee

and Organizational Development (OEOD) for all training liaisons. This meeting was to gather input from agencies on the types of assistance that OEOD could provide agencies and information regarding the Pathlore software that is used to schedule and track training needs.

On March 17, 2006, the Executive Secretary met with Mr. Sanjay Rodrigues with the Finance Cabinet regarding the E-MARS implementation plan for KCDHH. He was very helpful in letting her know the steps involved and would be there to assist KCDHH in any way that he could.

On March 20, 2006, the Executive Secretary and the Administrative Assistant attended E-MARS 101 training in Frankfort. This is an introduction to the new system that will replace the MARS system on July 1, 2006. The Program Coordinator attended the same training on March 23, 2006.

On March 23, 2006, the Program Coordinator attended the E-MARS 101 training session in Frankfort. Trainees must complete several “on line” trainings independently and then attend additional group training. This is to be able to carry out Pro-Card Administrator back-up duties.